

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-03 15-17-27

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
23	22	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

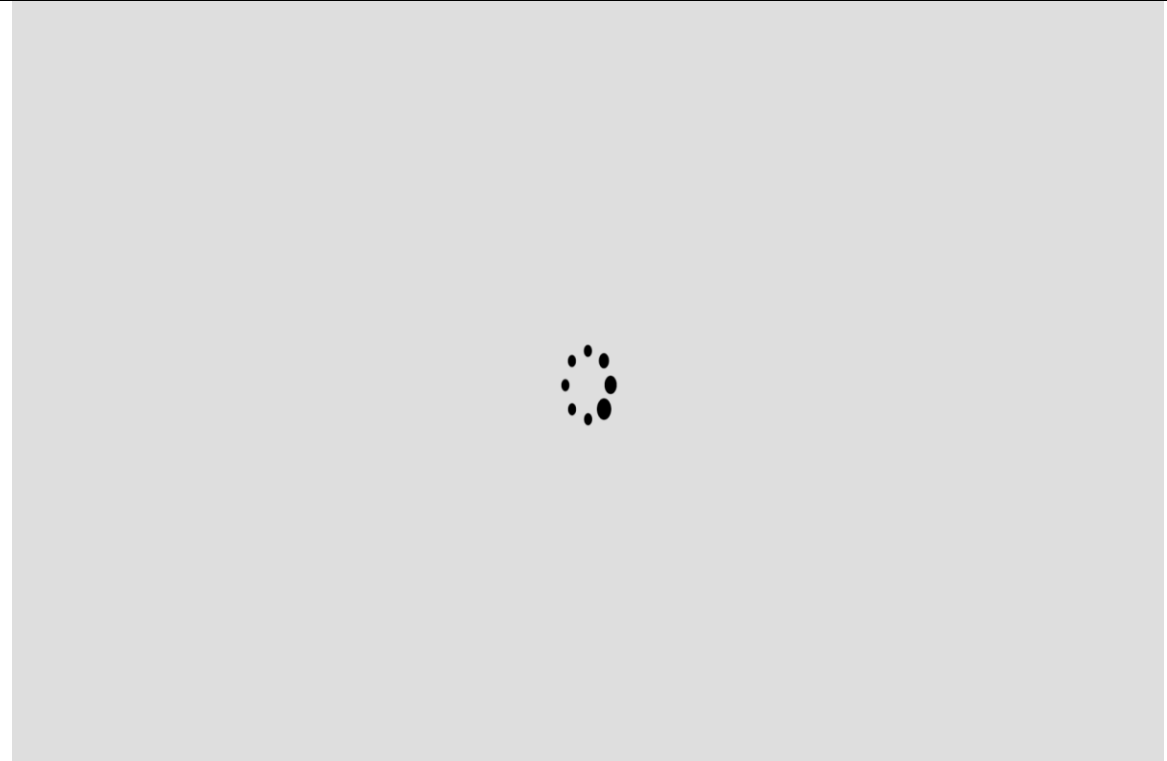
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


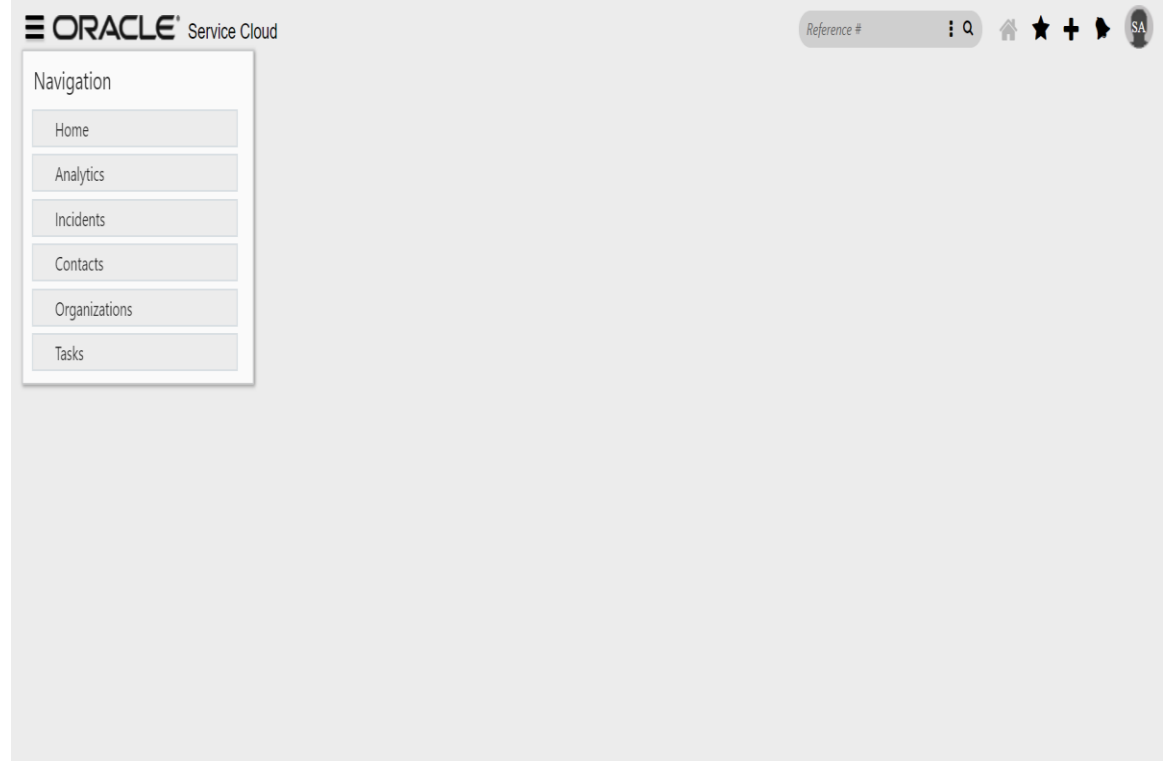
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:49 PM	200730-000079
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000

996 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200727-000000'. Below this, a toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A navigation bar lists tabs: 'Summary', 'Messages' (selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section has a header with 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. The message body shows a green header bar with 'Sys Agent', 'Email', and 'Draft Mode'. Below this, the 'To' field is empty, and the 'Cc' and 'Bcc' fields are dropdown menus. A loading spinner is visible in the bottom right corner of the message body area.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a navigation bar shows 'Incidents' and a specific incident '200727-000000'. A toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. Below this, there are fields for 'To', 'Cc', and 'Bcc'. A rich text editor toolbar is present with options for font, size, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert. The text area contains the draft message: 'We are working on your issue and we will get back to you.'

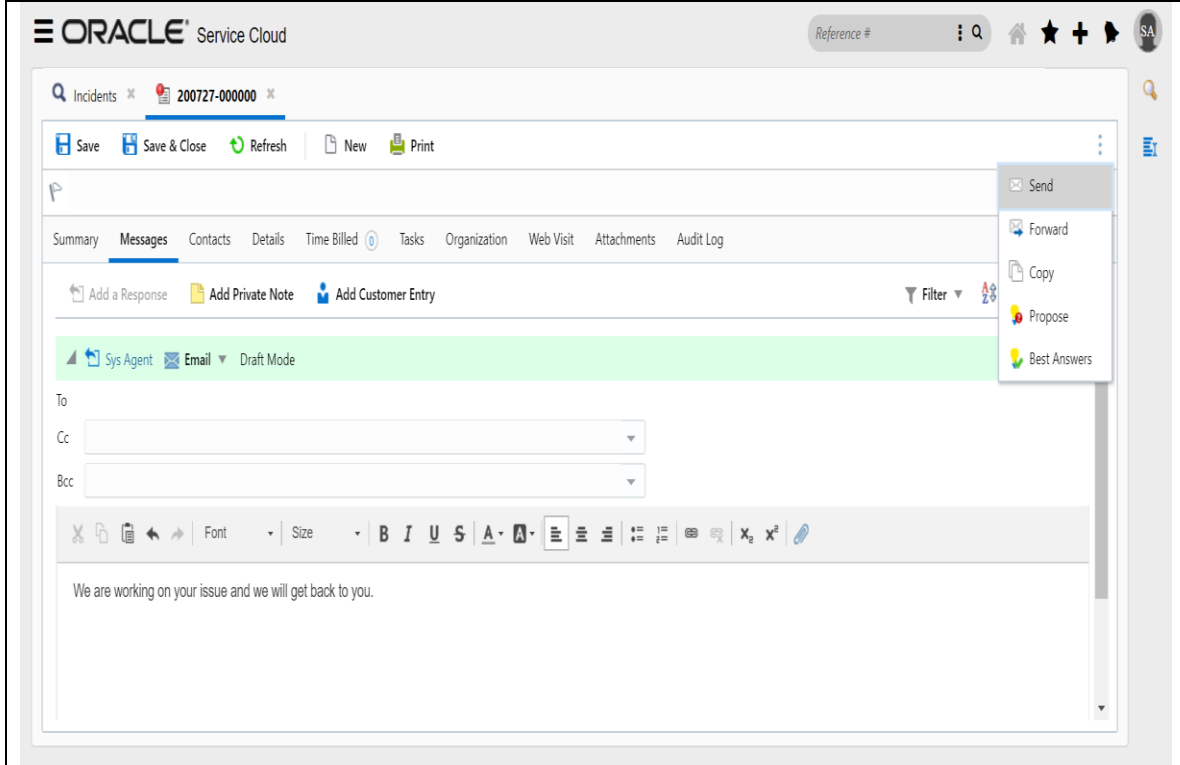
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar contains 'Reference #' and a magnifying glass icon. The main content area is titled 'Incidents' and shows a specific incident with ID '200727-000000'. Below the title, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing a list of messages. A message is selected, and the 'Draft Mode' is indicated. The message content area shows a text input field with the text 'We are working on your issue and we will get back to you.' The interface includes various icons for actions like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The bottom of the screen shows a rich text editor with various formatting options like bold, italic, underline, and link.

Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

ORACLE Service Cloud

Reference #

Incidents 200727-000000

Save Save & Close Refresh New Print

Summary Messages **Contacts** Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Primary Contact Information

First Name * Jonathan Last Name * Smith

Email Address * Title

Email Address is required.

Office Phone Address ABC Street
Pune 411057

Contacts Contact Fields Incident History

Open Add New Add Existing Print Copy Set Primary Remove

Primary	Full Name	Email Address	Organization Name	Office Phone	Title	Actions
<input checked="" type="checkbox"/>	Jonathan Smith					Open Print

Step No:13

Step Description: Verify the Response in Messages

Expected Result: Verify the Response in Messages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface for an incident with reference number 200727-000000. The incident is titled 'FishPhone not working' and is currently in a 'Closed' status, assigned to 'Agent Access > Sys Agent'. The contact associated with the incident is 'Jonathan Smith'. The interface includes a top navigation bar with the Oracle logo and 'Service Cloud' text, a search bar, and user profile icons. Below the navigation bar, there is a tabbed interface with 'Summary' selected. The 'Summary' tab shows the incident details, while other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log' are available. The incident details are organized into two columns, with fields for Subject, Reference #, Status, Assigned, Disposition, Contact, Organization Name, Product, and Category. The 'Status' field is set to 'Closed', and the 'Contact' field is set to 'Jonathan Smith'. The 'Product' and 'Category' fields are currently empty, showing '[No Value]'.

ORACLE Service Cloud

Reference #

Incidents 200727-000000

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * FishPhone not working

Reference # 200727-000000

Contact * Jonathan Smith

Status * Closed

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

